



M E M O R A N D U M

**To:** Marcia Becerra, Cluster Manager  
Visalia WS site # 13560

**Date:** July 30, 2010

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**No.:**

**From:** Ernesto Magaña  
Employment Development Department

**Subject: MONITOR ADVOCATE OFFICE ON-SITE ANNUAL REVIEW  
PROGRAM YEAR 2009-2010  
VISALIA WORKFORCE SERVICE SITE  
FINAL MONITORING REPORT**

This Final Monitoring Report summarizes the California Monitor Advocate Office's (MAO) results of the Migrant and Seasonal Farmworkers (MSFW) on-site annual review of the Visalia Workforce Service (WS) site. Claudia Greenwood and Rebeca Guerra conducted this annual review from June 28 – 30, 2010. We focused our annual on-site review on the full range of employment services, benefits, and protections, including the full range of job and training referral services, counseling, and testing provided to MSFW.

The MAO conducted this annual on-site review under the authority of all related federal regulation, including Title 20 of the Code of Federal Regulation (CFR), Chapter V, Parts 651, 653, and 658, applicable State laws, and Employment Development Department (EDD) JS policies and procedures. Specifically, Title 20 CFR, Part 653.108, requires the MAO to perform ongoing reviews of EDD services provided to MSFW.

We collected information for this report by examining the Visalia WS site's provision of services, job information sharing, job application taking process, outreach program operation, data collection, agricultural clearance order activity, and Job Service (JS) complaint system. Additionally, we interviewed Visalia WS site's management and staff.

We received your response to our Draft Report on July 22, 2010, and reviewed your comments and documentation before finalizing this report.

Our on-site annual monitoring review revealed the following findings/observations:

**Finding 1:**                    **OUTREACH LOGS DE 8149**

During the pre-site review analysis, we observed that the outreach worker of the Visalia WS site does not provide substantial documentation on the DE 8149 Outreach Logs.

**Observation:**                During the on-site review Ride-Along, the MAO Analyst observed that the Visalia WS site outreach worker provides adequate outreach services; however, the documentation of the outreach logs is not descriptive of the services provided.

**Citation:**                    Title 20 CFR, Part 653.107 (c) (3) (v) Outreach; Migrant Seasonal Farm Worker Outreach Program Manual Sections 09-01-00 – 09-01-01 Instructions for the Completion of the Logs of Daily Outreach Activities.

**Recommendation:**        We recommend that appropriate measures are taken to ensure that the outreach workers complete outreach logs appropriately.

**Response:**                    To address the finding, Visalia WS site management ensured that the outreach worker received training that included a review of the MSFW Outreach Manual and the policies, objectives, job duties, expectations performance measures, and reporting requirements. In addition, a mentor was assigned to work with the outreach worker to provide guidance. Furthermore, Visalia WS site management will conduct monthly reviews of the outreach logs to ensure that reporting and quality standards are met.

**Finding 2:**

**INDICATORS OF COMPLIANCE**

The Visalia WS site did not meet the Received some Service, Referred to Jobs, Job Development Contact and Referred to Supportive Service equity indicators in the Indicators of Compliance (IOC) Reports.

**Citation:**

Title 20 CFR, Part 653.101 (a); Job Service Policy and Procedures Manual Chapter 33 Agricultural Workers; and Job Service Reports Manual U.S. DOL Employment Services Program Reports, Page 11.

**Recommendation:**

The MAO recommended that Visalia WS site ensures equity of services to MSFW by meeting the Indicators of Compliance.

**Response:**

Visalia WS management's response stated that site manager will meet with site staff to review and explain the IOC reports. Staff will receive refresher training on the appropriate recording standards for CalJOBS following the JSPPM and JS Reports Manual.

Additionally, staff will be given the opportunity to establish a work group to address the challenge. Protocols and procedures will be established to encourage the proper use of the Job Development Contacts.

Furthermore, the IOC report will be reviewed/discussed as part of the monthly JS unit meeting.

**Finding 3:**

**COMPLAINTS BINDER**

During the on-site review of the Visalia WS site, we observed that the office does not maintain copies of Chronological Record of Complaints or Letter of Referrals in the Complaints Binder. Original complaints are kept in the Complaints Binder.

**Citation:**

Title 20 CFR, Part 658.410 (c) (3); JS Complaint System Manual Sections 06-01-00 and 06-01-02.

**Recommendation:**

We recommended that appropriate measures are taken to maintain a monthly record system of Complaints.

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**Response:**

Visalia WS site management's response stated that they have requested complaint training for complaint specialist and back up staff.

Additionally, the site manager will conduct monthly review of complaint logs with complaint specialist and alternate staff to ensure compliance with procedure and policy.

Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions, please contact Claudia Greenwood at (916) 654-6431.

Sincerely,



ERNESTO MAGAÑA, Chief  
Monitor Advocate Office

cc: Robert Claudio  
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